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**Duke, Daphne**

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**From:** Laurie Murphy [lmurphy@hotwirecommunication.com]  
**Sent:** Tuesday, April 20, 2010 3:54 PM  
**To:** CLECreport  
**Subject:** 1st Quarter 2010 "SCPSC CLEC -- Quarterly Service Quality Report" for Hotwire Communications, Ltd.  
**Attachments:** Hotwire CLEC Service Quality Report - 1stQ 2010 FINAL.pdf

TO: South Carolina Public Service Commission

Attached you will find **Hotwire Communications, Ltd.'s** ("Hotwire") "**SCPSC CLEC -- Quarterly Service Quality Report**" for **1st Quarter 2010**.

Hotwire's South Carolina CLEC operations did not have any voice-grade access lines in use during that period and has no service issues to report. (Hotwire has approximately 6 VoIP customers in South Carolina at this time.)

Please do not hesitate to contact me if you have any questions.

Best regards,

**Laurie M. Murphy**

*Assistant General Counsel*  
Hotwire Communications, LLC  
300 East Lancaster Avenue, Suite 208  
Wynnewood, PA 19096

Direct: 484.572.6054  
Fax: 610.642.9812

(e) [lmurphy@hotwiremail.com](mailto:lmurphy@hotwiremail.com)  
(w) [www.gethotwired.com](http://www.gethotwired.com)

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**HOTWIRE COMMUNICATIONS, LTD**  
300 E. Lancaster Avenue  
Suite 208  
Wynnewood, PA 19096

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA CLEC OPERATIONS**

**COMPANY NAME:** Hotwire Communications, Ltd  
**QUARTER / YEAR:** 1st Quarter / 2010

<b><u>Month:</u></b>	<b><u>January</u></b>	<b><u>February</u></b>	<b><u>March</u></b>
Number of Customer Access Lines	-0-	-0-	-0-
Trouble Reports / Access Line (%)	-0-	-0-	-0-
Customer Out of Service Clearing Times (%)	100%	100%	100%
New Installs Completed w/in 5 Days (%)	100%	100%	100%
Commitments Fulfilled (%)	100%	100%	100%

**Comments / Explanations:** No service issues 1st Quarter 2010.

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**Person Making Report / Contact Information:** Laurie Murphy, Assistant General Counsel

**Telephone:** 484-572-6054

**Email:** lmurphy@hotwiremail.com